

ABSTRACT

A device that carries out a variety of functions or services according to various settings has a memory storing help lists explaining what settings are necessary for each service or function. Another memory stores the addresses of these help lists. When a function or service fails to operate correctly, a reference unit uses information related to unexecuted operations in the function or service to find the address of the applicable help list, which can then be displayed or printed for the user to see. The user may also be prompted to check and modify the related settings. When something goes wrong, this help function enables the user to find the cause of the problem quickly and make setting changes that will solve the problem.